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AN EVALUATION OF A PROBLEM CHECK LIST AS AN INSTRUMENT IN DIAGNOSTIC GUIDANCE COUNSELING OF VETERANS

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Second Reader: Dr. Gertrude Forrester, Lecturer on Education

Third Reader: Dr. Dugald Arbuckle, Asst. Professor of Education

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CHAPTER I

INTRODUCTION

Statement of the problem. This study is an attempt to develop an interviewing aid of the check list type for the purpose of identifying the number and kinds of problems of veterans requesting guidance counseling, for use at the time of the initial screening interview.

It has appeared to the Reception Interviewers of the Greater Boston Veterans' Service Center that counselees quite frequently do not state at the Reception Desk the real purpose of their coming, either because they themselves are unable to recognize the underlying reasons motivating their request, or because they feel more free to give some such socially acceptable problem as "I want help in finding a job". Whatever the reason, it would appear that subsequent screening interviews have frequently revealed many other more deep-seated personal problems.

Since this Center is chiefly a "one-stop" referral and information service, it seemed important to help the counselee to recognize and clarify his most pressing problems as quickly as possible so that the counseling interview could be significant and directly focused. Also, since it is assumed that vocational counseling can be blocked by interfering emotional or social factors, it seemed essential

to determine if possible when to accept at face value an applicant's statement that his problem is entirely vocational.

It appeared logical to explore the possibilities of constructing an instrument which would be effective in bringing to the surface a variety of problems in this form of brief diagnostic interviewing and to assist the counselee in clarifying his most acute and immediate problems before approaching a vocational counseling appointment.

The inquiries of two groups of one hundred veterans were studied, the first after one screening interview in Reception and the second after the same kind of interview supplemented by the use of a Problem Check List. Case records were kept by the interviewers on Schedule A (described in Chapter II) noting whatever evidence was present that veterans did conceal or were unable to verbalize at first their most pressing problems. The results were tabulated and a comparison made of the two groups.

Scarcity of reference material. Although a great deal of material has been published on the counseling of veterans much of it has been based on subjective, sentimental, and unrealistic thinking with very little attempt to measure by objective standards the value of the counseling interview. It is assumed throughout this study that the problems of veterans are not unique and are common to all people but

IDENTIFICATION

SCHEDULE A

(1) NAME_____ (2) ADDRESS_____ (3) MAR. STATUS_____

(4) AGE_____ (5) Dependents_____ (6) SOURCE OF REFERRAL TO CENTER_____

HISTORY

(7) Highest Education_____ (8) Previous Employment_____

(9) Service Employment_____ (10) Date of Discharge_____ (11) Type_____

(12) Post-service Employment_____

(13) G. I. Benefits Already Received_____

INTERVIEW AT CENTER

	Problem Presented	Referred to	Date time	For	Appt. Kept
(14)					
(15)					
	Problem Discovered				
(16)					
(17)					

REMARKS

that for the veterans they are more acute because of the accumulation of emotional stress during the unusual pressure of the service experience and the temporary removal from the normal satisfactions of their own community living. Therefore, it is assumed that the counseling procedures used should be those methods which have been found over a period of years to be effective in skilled counseling interviews adapted to the special needs of the veterans' situation. Thus, professionally trained case workers were used in all cases for interviewing in this study.

Nowhere in all the literature has it been possible to find any evidence of a study such as this one, nor is there any indication of the existence of such an instrument as a Problem Check List for Veterans. Probably because of the recent emergence of Veterans' Service Centers and their necessarily experimental, exploratory nature in general, the time factor has prohibited the publishing of research material in this field. Therefore, it is believed that this study has a contribution to make, although to a very limited degree.

Since there was not available an adequate Personal Problem Check List for veterans, it was, therefore, necessary to construct one for the purpose of this study.

The terms "veteran", "counselee", and "applicant" are used interchangeably. "Reception" is the screening depart-

ment in which a veteran is interviewed before being referred for educational and vocational counseling or some other specialized service.

"Counseling" or "interviewing" may be interpreted as a controlled conversation taking place within office limits between a professional counselor or interviewer and a person requesting guidance.

CHAPTER II

PLAN OF STUDY

Scope of the plan. The plan was to study the results of interviewing two unselected groups each composed of one hundred veterans who came to the Greater Boston Veterans' Service Center. The purpose was two fold--to determine if skilled interviewing would reveal further problems not previously stated in the original request of the veteran and if an instrument could be developed which would be an aid to counseling. (See Chapter III on "Constructing the Problem Check List"). The results of the interviews were recorded on Schedule A for both groups. The second hundred interviews were supplemented by the use of the instrument known as The Problem Check List for Veterans.

Personnel participating in the study. Skilled interviewers with graduate training and experience in case work were used in all cases.

Interviewer A had graduate training at Western Reserve School of Social Work, case work experience with juvenile delinquents, and Navy experience interviewing neuropsychiatric patients in a Navy hospital.

Interviewer B had graduate training at Atlanta School of Social Work, with social work experience in a community center and Army experience interviewing and testing in a

mental hygiene unit.

Interviewer C had graduate training at Michigan School of Social Work and experience with the American Red Cross Hospital Social Service as a psychiatric and medical case worker.

Interviewer D had graduate training at Simmons College School of Social Work, community organization work before the service, and Navy experience as communications officer and legal officer, interviewing servicemen with legal and other personal problems.

Interviewer E had graduate training at the New York School of Social Work of Columbia University, experience in various types of case work, and experience as a psychiatric social worker in the Army Medical Corps (WAC), interviewing neuro-psychiatric patients in two Army hospitals.

Selection of cases for study. Since it is the custom at the Greater Boston Veterans' Service Center for veterans to be interviewed in the Reception Department in the order of their appearance without previous appointment, any group may be considered unselected.

The interviews were held on certain specified days, selected especially because they could be considered "average", with a normal flow of intake and no unusual factors such as inclement weather or proximity to important holidays which might well affect the urgency or the type of

request.

The usual interviewing techniques were employed with a necessarily flexible approach and procedure in the second group to include the Check List. The introduction of this instrument called for considerable ingenuity on the part of the interviewers and will be discussed in Chapter V.

The non-directive technique of interviewing, as described by Rogers[1/] and Garrett,[2/] was used throughout by all the counselors.

1/ Rogers, Carl R., Counseling and Psychotherapy. Boston: Houghton Mifflin Company, 1942, pps. 437

_____, Counseling with Returned Servicemen. New York: McGraw-Hill Book Company, Inc., 1946, pps.149

2/ Garrett, Annette, Interviewing: Its Principles and Methods. New York: Family Welfare Association of America, 1942, pp.123

_____, Counseling Methods for Personnel Workers. New York: Family Welfare Association of America, 1945, pp.187

CHAPTER III

CONSTRUCTING THE PROBLEM CHECK LIST

Internal sources of material. The records of 15,000 veterans coming to the Center during the previous year were studied and problems presented during the interviews were noted on a random sampling of ten per cent of the 15,000 to determine problem areas represented. A general pattern developed, revealing problems in the five following areas: (1) vocational, (2) educational, (3) personal or health (physical and mental), (4) rights and benefits, (5) other (housing).

External sources for comparative data. Comparisons were made with periodic reports from Veterans' Centers in New York City, Los Angeles, and Seattle, and it was found that the same kinds of problems were noted in these other geographical areas. Thus it appeared sound to assume that these problem areas were representative of the most common problems of all veterans throughout the country.

Process of construction. In constructing items for the Problem Check List exact quotations were used from actual requests of veterans in order to give reality and simplicity, as well as to translate the items into more easily understood G. I. parlance, such as "Hard to get along with".

PROBLEM CHECK LIST

WE WANT YOUR INTERVIEW TO BE AS HELPFUL AS POSSIBLE TO YOU

Below are listed various kinds of problems which we know to be common to a great many veterans. Please check once (✓) anything which interests you especially which you would like to talk over with a counselor. Check twice (✓✓) the problem or problems most important to you.

( ) On-the-job training
( ) Finding a school or college
( ) Changing schools
( ) Job held before service not satisfactory now, or
( ) Not available now
( ) Personal or family worries interfering with job
( ) Getting a part-time job to continue education
( ) Need help with present financial problems
( ) Worried about not being a success
( ) Not able to get along with other people on the job
( ) Hard to get along with
( ) Feel job does not pay enough
( ) Feeling that nobody understands me
( ) Insurance problem
( ) Home loan
( ) Help with claim for disability pension
( ) Terminal leave pay
( ) Can't keep a job
( ) Present job has no future
( ) Not clear about what kind of a job to look for
( ) Lack of work experience
( ) Experience in service not useful in civilian life
( ) Present living quarters not satisfactory
( ) Can't find adequate place to live
( ) Health problem of self or family
( ) Family not approving of present job
( ) Afraid I may need an operation
( ) Feeling discouraged
( ) Aptitude tests
( ) Feeling inferior
( ) Want to talk to a psychiatrist
( ) Difficulty in feeling relaxed
( ) Dislike meeting new people
( ) Good adjustment before service, but not now
( ) Feel too old to start learning a new occupation
( ) Physically unable to do a particular job
( ) Need legal advice
( ) Want job in other part of the country
( ) Information about G. I. Benefits
( ) Feeling that veterans are not getting a square deal

Other problems nr worries not listed_____

_____

_____

How would you state your chief problem in your own words?_____

_____

_____

_____

_____

_____

(Use other side of page if more space is needed)

Are you receiving a disability pension?___Do you have a claim pending?____

Below are listed different kinds of occupations about which we have some information. Please check any which interest you.

( ) Accounting
( ) Advertising
( ) Advertising, Outdoor
( ) Air Conditioning
( ) Apparel, Women's
( ) Architecture
( ) Auditing
( ) Automotive
( ) Aviation, Commercial
( ) Banking
( ) Book-keeping
( ) Baking Industry
( ) Building & Construction
( ) Business, going into for yourself
( ) Civil service (Federal
( ) Civil service (State)
( ) Commercial Stationer
( ) Department Store
( ) Dentistry
( ) Drug Field (Retail)
( ) Electrical Contracting
( ) Fire Department
( ) Florist (Retail)
( ) Fuel (Retail)
( ) Garment Field (Men's)
( ) Grocery (Retail)
( ) Hospital
( ) Hotel
( ) Import & Export
( ) Industrial Field
( ) Insurance, Casualty
( ) Insurance, Life
( ) Jewelry, Retail
( ) Laundry
( ) Law
( ) Machinists Trade
( ) Medicine
( ) Motor Trucking
( ) Newspaper
( ) Personnel
( ) Petroleum
( ) Photography, Commercial
( ) Photo-Engraving
( ) Plastics
( ) Public Relations
( ) Printing
( ) Radio Broadcasting
( ) Radio & Electronics
( ) Real Estate
( ) Refrigeration
( ) Restaurant Field
( ) Retail Field
( ) Rubber Industry
( ) Sales
( ) Shoe & Leather Industry
( ) Social Service (Community)
( ) Tobacco Wholesaling
( ) Wool
( ) Writing
( ) Others not listed

_____
_____
_____

TABLE I

PROBLEM AREAS IN CHECK LIST

I VOCATIONAL	On-the-job training Job held before service not satisfactory now, or Not available now Getting a part-time job to continue education Feel job does not pay enough Present job has no future	Not clear about what kind of a job to look for Lack of work experience Experience in service not useful in civilian life Aptitude tests Want job in other part of the country
II EDUCATIONAL	Finding a school or college Changing schools	
III PERSONAL OR HEALTH (MENTAL AND PHYSICAL)	Personal or family worries interfering with job Need help with present financial problems Worried about not being a success Not able to get along with other people on the job Hard to get along with Feeling that nobody understands me Home loan Can't keep a job Feeling that veterans are not getting a square deal Health problem of self or family	Family not approving of present job Afraid I may need an operation Feeling discouraged Feeling inferior Want to talk to a psychiatrist Difficulty in feeling relaxed Dislike meeting new people Good adjustment before service, but not now Feel too old to start learning a new occupation Physically unable to do a particular job Need legal advice
IV RIGHTS AND BENEFITS	Insurance problem Help with claim for disability pension Terminal leave pay Information about G.I. Benefits	
V OTHER (HOUSING)	Present living quarters not satisfactory Can't find adequate place to live	

All questions pertaining to personal problems, physical health, and mental hygiene were grouped in one area because it was considered impossible to differentiate with any reasonable degree of certainty in one diagnostic interview between those problems which were based on a reality situation and those which were of psychogenic origin.

Since it was possible to use only a relatively small number of items with veterans already weary and impatient with the filling out of many blanks, forty items were selected which were felt to be provocative of potentially significant material for personal counseling. Even some of the questions relating to vocational interests had possibilities for revealing feelings about one's capacity for working as well as the actual job situation, such as "job held before service not satisfactory now".

Leading questions such as "Health problem of self or family", "Afraid I may need an operation", or "Want job in another part of the country" were used as guides to the interviewers in helping them to bring to the surface more quickly focal points of conflict.

Problem areas represented. Of the forty items, eleven related to the problem of Earning a Living, two to Education, twenty-one to Personal or Health, four to Rights and Benefits, and two to Other (Housing), (See Table 1, page 12.)

The problem of housing was treated only incidentally,

not because it did not represent a significantly large problem area but for statistical reasons, since housing applications were handled in a different classification at the Veterans' Service Center and, in general, represented a more clearly defined reality problem with less relative potentialities for serious emotional conflict. For purposes of this study, therefore, housing is included only as a secondary contributing problem as part of another major source of anxiety.

Revision of the instrument. The Problem Check List was examined by all counselors of the Veterans' Service Center Staff and appropriate revisions were made. The original list was set up with the first page showing fields of occupational interest for which mimeographed material was available for distribution. The problems were listed on the second page. After a trial on twenty-five interviews it appeared that the list as arranged was too heavily weighted with occupational interests to the extent of causing a predisposition towards that area, with a tendency to overlook the actual check list on the second page. Therefore, the instrument was revised by reversing the order of the two pages, showing the problem items on the first page and the occupational interests on the second. One more revision was made after consultation to include the question "How would you state your chief problem in your own words?" Then the

Check List appeared in its final form for use in interviews with the second group of one hundred veterans requesting counseling.

CHAPTER IV

RESULTS OF THE INTERVIEWS

Comparison of the two groups. The two groups of one hundred veterans each were remarkably similar in general characteristics of age, marital status, education, and occupational classification, as shown in Tables 2 and 3, following the classifications of the Dictionary of Occupational Titles.[1/]

Age

Group II was slightly younger, with seventy-eight per cent under thirty-one years, as against sixty-seven per cent in Group I, but Group I had twelve under twenty-one, twice as many as Group II. In the twenty-one to thirty category, Group I had twenty-five and Group II, sixteen. Both groups had five who were over forty years.

Marital Status

As to marital status, fifty-three in Group I were single and forty-seven in Group II. Exactly forty-five in both groups were married; two in Group I were separated and seven in Group II.

Education

Fifty per cent in Group II had completed High School

1/ Published by United States Employment Service, Department of Labor.

and forty-three per cent in Group I, but in the latter group there were seven college graduates, with only two in the second group. Both groups had practically the same number of college under-graduates, twelve in the first and fourteen in the second.

Interim between Discharge and Counseling

In Group I, eighty-eight per cent came for counseling under twenty-four months after the date of discharge and in Group II, eighty-five per cent for the same period. However, it would appear from further breakdown that Group I came a little more promptly, with eighteen under six months and thirty-five more under twelve months, as compared with Group II where only seven came under six months and sixteen more under twelve months. Eight in Group I and nine in Group II came over twenty-four months after discharge.

Since Group I was interviewed early in December of 1946 and Group II in February and March of 1947, the timing may have been affected by the conditions of demobilization and terminal leave or the general economic situation at the time of discharge.

Occupational Classifications

Job classifications of the two groups were almost identical and, in fact, were exactly the same figures in some instances. (See Table III)

In view of all these factors as discussed above, it

TABLE II

DESCRIPTIVE DATA OF TWO GROUPS
OF 100 VETERANS EACH

		GROUP I	GROUP II
AGE	UNDER 21	12	6
	21 - 30	55	72
	31 - 40	25	16
	OVER 40	5	5
	UNCLASSIFIED	3	1
	TOTAL	100	100
MARITAL STATUS	SINGLE	53	47
	MARRIED	45	45
	SEPARATED	2	7
	UNCLASSIFIED		1
	TOTAL	100	100
EDUCATION	GRAMMAR SCHOOL	9	11
	H.S. PART	26	20
	H.S. ALL	43	50
	COLLEGE PART	12	14
	COLLEGE ALL	7	2
	UNCLASSIFIED	3	3
	TOTAL	100	100
INTERIM BETWEEN DATE OF DISCHARGE AND INTERVIEW	UNDER 3 MONTHS	8	4
	3 - 6 MONTHS	10	3
	6 - 12 MONTHS	35	16
	12 - 24 MONTHS	35	62
	OVER 24 MONTHS	8	9
	UNCLASSIFIED	4	6
	TOTAL	100	100

TABLE III

OCCUPATIONAL CLASSIFICATION OF TWO GROUPS

	GROUP I		GROUP II	
CLASSIFICATION	PRE-WAR JOBS	POST-WAR JOBS	PRE-WAR JOBS	POST-WAR JOBS
Professional	1	1	1	1
Semi-Professional	4	1	4	3
Managerial	0	0	2	2
Clerical	10	9	10	11
Sales	5	8	8	4
Domestic Service	3	4	1	2
Personal Service	6	3	5	5
Protective Service	0	1	0	0
Building Service	0	0	0	0
Agriculture, etc.	2	1	1	1
Skilled	7	2	3	3
Semi-Skilled	22	25	25	21
Unskilled	20	14	15	25
Student	14	8	17	5
Unemployed	3	22	4	14
Unclassified	3	1	4	3
TOTAL	100	100	100	100

would appear that the two groups which were studied were comparable and would provide a sound basis for comparison in evaluating the results of interviews.

Further problems discovered. Both groups were primarily interested in questions related to the problem of Earning a Living, as will be seen in Tables IV and V. Group I was a little more concerned with Rights and Benefits, with twelve questions in that area as against six in the other group. Group I had ten personal or health problems with only three in Group II.

Thirteen in Group I and ten in Group II revealed additional problems in the area of Earning a Living, particularly those veterans who were most confused about their vocational goals. In these cases the presenting problem was one of request for information about a certain occupational field. The information was given, and then further interviewing showed confusion, uncertainty, and lack of direction in the vocational plan. It was necessary for the interviewer to interpret the value of job counseling. In each case the veteran was interested in this service and requested an appointment with a job counselor.

Summary of interviewing technique. Both groups revealed between forty to fifty per cent additional problems (forty-nine in Group I and forty-two in Group II), as shown in Tables IV and V, and the majority were in the area of

TABLE IV

ORIGINAL PROBLEMS PRESENTED AS RELATED TO
OTHER PROBLEMS DISCOVERED IN INTERVIEW - GROUP I

PROBLEMS PRESENTED	NO. OF APPLICATIONS	NO. WHERE SOLE PROBLEMS	FURTHER PROBLEMS DISCOVERED IN INTERVIEW					
			PERSONAL	JOB	EDUCATION	RIGHTS AND BENEFITS	OTHER	TOTAL
EARNING A LIVING	68	38	16	7	2	4	0	29
EDUCATION	8	4	2	1	1	0	0	4
PERSONAL OR HEALTH	10	5	2	1	1	1	0	5
RIGHTS AND BENEFITS	12	5	3	2	0	3	0	8
OTHER	2	0	0	2	0	1	0	3
TOTAL	100	52	23	13	4	9	0	49

TABLE V

ORIGINAL PROBLEMS PRESENTED AS RELATED TO
OTHER PROBLEMS DISCOVERED IN INTERVIEW - GROUP II

PROBLEMS PRESENTED	NO. OF APPLICATIONS	NO. WHERE SOLE PROBLEM	FURTHER PROBLEMS DISCOVERED IN INTERVIEW					
			PERSONAL	JOB	EDUCATION	RIGHTS AND BENEFITS	OTHER	TOTAL
EARNING A LIVING	*92	62	21	9	1	6	1	38
EDUCATION	3	1	1	0	0	0	0	1
PERSONAL OR HEALTH	3	2	1	0	0	0	0	1
RIGHTS AND BENEFITS	6	3	1	1	0	0	0	2
OTHER	0	0	0	0	0	0	0	0
TOTAL	*104	68	24	10	1	6	1	42

*4 Presented multiple problems of earning a living and one other

personal or health. Thus it would appear that skilled counseling results in helping veterans who ask for guidance counseling to clarify and verbalize personal problems not originally presented at the time of application. It would appear further that there is significant evidence to indicate that this kind of screening interview helps the applicant to develop insight into further vocational problems so that he is better prepared to use his job counseling experience profitably.

That this is consistent with good counseling techniques is indicated by Garrett[2/] in the following quotation on employees:

> Often it is apparent that an employee fails to identify his real problem or fails to see its significance. He may be so concerned with certain details that he has not seen the problem as a whole or has neglected some of its important ramifications. In such cases, questions will be needed to turn his attention to the aspects of his problem which he has not considered. The process of clarification must be a mutual one, shared by both counselor and counselee. It is not enough for the former, from his superior vantage point, to see through the latter's difficulties to a solution. The (counselee) must himself achieve an understanding of his problem and reach a decision on the action he should take.

2/ Garrett, Annette, Counseling Methods for Personnel Workers New York: Family Welfare Association of America, 1945. Pp. 56

TABLE VI

ORIGINAL PROBLEMS PRESENTED AS RELATED TO PROBLEMS DISCOVERED IN CHECK LIST

PROBLEMS PRESENTED	NO. OF APPLICATIONS	CHECK LIST	FURTHER PROBLEMS DISCOVERED IN CHECK LIST					
			PERSONAL	JOB	EDUCATION	RIGHTS AND BENEFITS	OTHER	CHECK LIST TOTALS
EARNING A LIVING	91	321	83	196	13	14	15	321
EDUCATION	4	9	3	5	1	0	0	9
PERSONAL AND HEALTH	2	16	9	0	0	6	1	16
RIGHTS AND BENEFITS	3	7	3	1	0	3	0	7
OTHER	0	0	0	0	0	0	0	0
TOTAL	100	353	98	202	14	23	16	353

TABLE VII

ANALYSIS OF PROBLEMS CHECKED ON LIST

PROBLEM	NO. CHECKED	CHECKED TWICE
On the job training	53	16
Finding school or college	14	5
Changing schools	0	
Job held before service now not satisfactory	8	
Or not available	6	
Personal or family worries interfering with job	5	
Getting a part-time job to continue education	5	
Need help with financial problems	9	
Worried about not being a success	17	4
Not able to get along with other people on job	0	
Hard to get along with	3	
Feel job does not pay enough	8	
Feeling that nobody understands me	2	
Insurance problem	5	
Home loan	1	
Help with claim for disability pension	4	
Terminal leave pay	7	
Can't keep job	5	
Present job has no future	8	
Not clear about what kind of a job to look for	8	19
Feeling that veterans are not getting a square deal	5	1
Lack of work experience	29	8
Experience in service not useful in civilian life	19	2
Present living quarters not satisfactory	9	1
Can't find adequate place to live	7	2
Health problem of self or family	7	
Family not approving of present job	3	1
Afraid I may need an operation	0	
Feeling discouraged	16	4
Aptitude tests	15	5
Feeling inferior	1	
Want to talk to a psychiatrist	2	
Difficulty in feeling relaxed	6	
Dislike meeting new people	1	
Good adjustment before service but not now	6	
Feel too old to start learning a new occupation	4	
Physically unable to do a particular job	1	
Need legal advice	4	1
Want job in another part of the country	3	1
Information about G.I. Benefits	7	1
Total	353	71
3.53 problems per man (100)		

CHAPTER V

RESULTS OF THE USE OF THE PROBLEM CHECK LIST

Placing the instrument. The first difficulty confronting the interviewers was the logical placing of the check list in the interview. It was necessary to give the counselee an opportunity to present completely his chief problem for purposes of comparison, first, with the results of the interview, and, later, with the interview as supplemented by the use of the instrument. It was felt at first that the check list should be presented immediately after the client's initial statement of his request and fifty of the interviews were conducted in this manner. The movement in the interview was irregular and the lack of establishment of rapport seemed to produce a self-consciousness on the part of the interviewee as well as awkardness on the part of the interviewer. In spite of this, approximately half of the items checked were by this first group of fifty. However, it was felt generally by the interviewers that this method did not produce good interviewing conditions.

In the second fifty interviews the instrument was introduced at that period in the interview when there was a normal break and the interview appeared to be nearing the natural termination. Then the instrument was introduced as before

with a simple statement, in essence, "We don't know whether you realize that this Center is interested in hearing about all types of difficulties that veterans are meeting and that we have different kinds of counselors who are trained and experienced in helping with special problems. While I am arranging an appointment with a job counselor for you, perhaps you would like to look over this check list and note any problems which you had not thought of mentioning and we can talk about them if you wish".

The second fifty interviews proceeded much more smoothly, with interviewer and interviewee seeming to feel much more at ease. Granting that the interviewers were probably more comfortable in the use of the instrument by this time there appeared little doubt in the minds of any that this second method was by far the more successful. In fact, interviewers C and E (the author) who did the major part of the interviews with the instrument both expressed regret when the experiment was over and they could no longer continue using the check list. They had found that it provided a good ending to the interview, with the counselee summarizing the situation.

Problems checked. There was a surprising lack of resistance to the Check List, possibly because veterans had become accustomed during the service to the counseling method combined with paper and pencil tests.

Only two left the list completely blank, and it was felt by the interviewers that this was probably due to illiteracy, since there were other evidences pointing to this probable condition.

Three said they thought it was rather silly, but they checked certain vocational interests.

Only one expressed any semblance of hostility towards the instrument. He was a former Navy Officer who had shown some aggression throughout the interview. He wrote as his chief problem "the chief problem is adjusting my past experience (practical) to the present job situation", but he did not check any of the items. He made the terse statement orally that he had plenty of personal problems but he could take care of them himself. He just wanted to get his vocational goal straightened out.

Statements of chief problem. Sixty-seven of the hundred veterans told of their chief problems in statements varying in length from long detailed descriptions to the significantly brief, such as "uncertainty", "I want a job", and "need work at once".

One of the more clear-cut longer statements was "Turning 27 years of age next month has confronted me with the problem of what is my next step. Cannot afford to make any mistakes."

Thirty-eight statements indicated confusion as to

vocational goal and a feeling of discouragement and inadequacy because of lack of training for any skill. Service experience was not applicable to any civilian occupation. Typical of these were:

> Trying to find a job in my field without an exceptional amount of experience. I have left school temporarily to get a job in the field that I was studying in which is veterinary medicine. I want to work in the field to be sure that I am entering the right profession.

Others wrote similarly:

> I believe my chief problem is a lack of confidence in myself. I would like a job, starting right at the bottom, learn the business, and build up confidence in myself at the same time.
>
> I don't know exactly what work I want to do, but I would like a job with a secure future.

The most succinctly wistful was, "I have no idea of what I want to do."

One former American Air Force officer who had outstanding success for nearly five years as a navigator and bombardier in spite of not having completed high school, wrote the simple, direct statement, "I have no definite training or skill which would enable me to secure a good position."

Four spoke of dissatisfaction with their present jobs and four more wanted their own business. Said one hopefully, "Would like to be in a business of my own, but need financial

assistance to get started. Believe it could be made into a repair business also."

Nine indicated clearly outlined job plans, requesting specific information and help such as:

> My main interest at the present time is obtaining work which would eventually lead up to hotel management. However, most people holding this type of job have been at it for many years. How can I overcome the fact that I am starting at thirty-nine years of age? In what particular department should I apply?

Others with similar problems:

> Enlisted about one month after high school graduation. Completed service school, worked with aviation radio for four years. Wish to further radio work into the future. Means of doing it not known.

> To get a job where I can work full time for a few months and then part-time while going to school.

It is not the purpose of this privately sponsored Veterans' Service Center to counsel disabled veterans because of the very adequate counseling and special service available to disabled veterans under Public Law 16 through the Veterans Administration. However, seventeen of the hundred applicants using the Problem Check List reported disability pensions granted and twelve had claims pending. Of this number three wrote statements that their job problems were complicated by health. One, with a pension for psychoneurosis,

wrote "Cannot find a job where I do not feel nervous while working".

One twenty-five year old disabled veteran who seemed particularly disturbed about his physical injury wrote:

> I want to work on any kind of a job that will not be a burden on my left knee, because if this job is a burden on my knee, I will only have to quit it. After quitting several jobs one's reputation becomes known to be that of a quitter, and one becomes greatly discouraged.

Another young man with an eye condition causing progressive loss of vision which had existed previous to his induction, stated his case as follows:

> My one concern is my claim has been ruled out, technically not covered by the law. Stated as constitutional. Would have occurred in normal life. My opinion is that it would not have occurred with such rapidity and to such an extent.

Other statements related to legal problems and requests for information about various rights and benefits.

Types of problems checked. Tables VI and VII indicate very clearly that the majority of presenting problems as well as further problems discovered through the Check List were related to the area of Earning a Living. It is worthy of note in this connection that practically all publicity concerning the Veterans' Center is devoted to job counseling and, therefore, may have produced a factor in selectivity of

applicants coming to the Center. Whatever the reason may be, it is observed that although there were twenty-one opportunities to check personal problems with only eleven related to vocational, actually more than twice as many problems of job needs were checked than were checked for personal needs. Specifically, of the 353 problems checked, two hundred and two, or fifty-four per cent were in the vocational area, with only ninety-eight, or twenty-five per cent in personal or health. However, since ninety-one of the one hundred presenting problems were vocational, it is held as significant that through the check list technique ninety-eight problems of a personal nature were uncovered.

Emotional components. The wide scatter of problems and vocational interests checked plus the heavy emphasis on items relative to uncertainty about vocational goals would indicate that in this group of veterans at least, there is a large element of unrest and anxiety. Grinker and Spiegel[1] discuss probable motivations for this in a chapter on "General Social Implications" of the emotional stress of the military situation.

Dr. Felix Deutsch [2] in a very recent article on "Job Phobia" states:

> Job means work and in work everybody acts out certain emotional needs ----Work on the whole represents independence and security. This security and independence can only be achieved by competition, and competition is

> often what the worker is afraid of. All these fears can be expressed in a job phobia and can lead either to unemployment or to absenteeism.

Summary. With full recognition of the implications of emotional stress of the average veteran as indicated by these eminent psychiatrists as well as indications of this study, it is to be remembered also that the reality situation in the job market today presents many problems for all who have not been trained in some specific skill or whose period of employment has been interrupted for a considerable length of time. Stuart Chase[3/] discusses this very ably in his final volume in the series of "When the War Ends".

The veterans who checked "feel too old to start learning a new occupation" were all approximately 26 years old with four to five years' war experience, having gone into service almost directly after leaving school with only a temporary war job in between while waiting for induction or enlistment. Separation from service has apparently found them ill prepared for employment and with no specific goal in mind.

The items with the greatest number of double checks, in Table VII, are "not clear about what kind of job to look for", "on the job training", "experience in service not useful in civilian life", "aptitude tests", "worried about not being a success", and "feeling discouraged".

Five checked once "feeling that veterans are not getting

a square deal", but only one checked this item twice.

The general picture as presented through this Problem Check List would appear to present a large number of the one hundred veterans confused as to a vocational plan, baffled by the combination of their own inadequacy or lack of usable skill during a period of social-economic stress, and an expressed need for personal and vocational guidance.

1/ Grinker, Lt. Col. Roy R. and Spiegel, Major John P., Men Under Stress: In and After Combat. Philadelphia, Blackiston, 1945 - P.O.S. 443-460

2/ Deutsch, Felix, M.D. "Job Phobia", Journal of Social Case Work, Volume XXVII, April, 1947 Pps. 131-137

3/ Chase, Stuart, For This We Fought New York: Twentieth Century Fund, Inc. 1946 Pps. 123

CHAPTER VI

EVALUATION

Conclusions. It would appear from the results of this study that skilled counseling in a screening interview of veterans who request guidance counseling helps to bring to the surface problems not previously stated at the time of application. It would appear further that the Problem Check List constructed for the purpose may be a useful tool for the interviewer in view of the results tabulated and discussed in Chapter V, with 353 problems checked and sixty-seven statements written describing chief problems.

It proved to be more useful in helping to clarify vocational needs, but it also did reveal ninety-eight personal problems for one hundred applicants and some need for factual information (not previously mentioned) concerning education, rights and benefits, and housing. It was helpful as a reminder to the veteran of other problems he may not have thought of bringing to the counseling interview and it seemed to assist him in clarifying and summarizing his most pressing problems.

It was useful as a preparation for job counseling because it helped the veteran to state his problem, thus saving time in the later interview, since summaries of the Reception Interviews are always given to the job counselors when

appointments are made.

It proved most successful when introduced at the close of the interview after rapport had been established and the veteran could summarize his most pressing problems just before arranging for a job counseling appointment. At this time the interviewer could help the veteran to clarify all the problems noted and relate them to his original request.

Summary. It was felt by all the interviewers that although this can be a useful tool in the hands of a skilled counselor, it cannot be used indiscriminately because at times it would appear irrelevant and, in rare situations, meet with resistance.

Its use is obviously limited to people who can read and write.

It is also obvious that it should not be used intuitively but as part of a counseling interview by a skilled worker, as it may bring out certain emotional problems which should be dealt with immediately by someone trained in the recognition of psychological needs.

There was a natural resistance at first on the part of case work-trained interviewers to the use of any type of instrument in their interviews, but it was found that by looking for the strategic moment in the interview when the continuity was not broken, the written form could be an aid to counseling in many situations without any loss

in relationship.

Although it is not customary for case workers to have interviewees participate in the interview in other than an oral manner, veterans have had experience in the service with paper and pencil tests as part of a counseling situation. As this is a very brief form there was apparently a general acceptance on the part of the veterans to this procedure as a potentially helpful device.

Since this Center presents an unusual emergency type of case work functioning it seems appropriate to supplement the traditional case work skills with any type of aid which may seem to make a valid contribution to this brief diagnostic interviewing process.

CHAPTER VII

LIMITATIONS AND NEED FOR FURTHER RESEARCH

Limitations. The contribution of this study is necessarily limited by the use of a non-standardized instrument on a selected group---i.e. selected in the sense that they are all veterans. It was also limited by use in a job-geared situation where the primary need seemed to be that of finding a satisfying and acceptable way of earning a living. Since this was a diagnostic study only, no follow-up inquiry was made to determine the results of counseling.

Possible further uses of the instrument. If the instrument constructed for use in this experiment should prove to have any value for a general counseling situation it should be standardized by use with a non-veteran group, such as a general school situation when the items pertaining strictly to rights and benefits of veterans should be deleted.

If duplicated, this study would also presuppose use in a situation where there is considerable casual business with a consistent, sizeable traffic load.

General implications. There should be an evaluation of the assumption made in Chapter I that the problems of veterans are like those of the general population in kind if not

in degree. The question may well be raised at this time and further study made in the effort to determine if the anxieties of veteran rehabilitation are too dissimilar to those of other civilians during a time of economic crisis and industrial unrest.

Bolte,[1] one of the chief organizers of the American Veterans Committee, stresses particularly throughout his book the importance of regarding veterans as "Citizens first, Veterans second", taking their normal place in the community and not as a separate group with special problems. He emphasizes further how inter-related are the employment and other problems of veterans with those of non-veterans in his chapter on "The Veterans' Problem is the National Problem".

With this thought in mind, it may be well to assume that any study pertaining to the guidance problems of veterans will have many factors in common with all other citizens and, therefore, may make some contribution to the general guidance counseling situation.

1/ Bolte, Charles G., The New Veteran. New York: Reynal and Hitchcock, 1945. pp.212

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